

WASHINGTON STATE RESOURCES FOR HOUSING PROVIDERS IMPACTED BY COVID-19

Last updated 3/27/20





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Legal Disclaimer: The Rental Housing Association of Washington (RHAWA), Washington Multifamily Housing Association (WMFHA), National Association of Residential Property Managers (NARPM), and Washington Landlord Association (WLA) has made every attempt to ensure the accuracy and reliability of the information provided in this publication as of its revision date. However, the information is provided “as is” without warranty of any kind and is subject to change as new information becomes available. RHAWA, WMFHA, NARPM, and WLA does not accept any responsibility or liability for the accuracy, content, completeness, legality, or reliability of the information contained in this publication.

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Government Updates

- **Washington State:** The Governor issued a 30-day moratorium on issuing a 14-day notice for failure to pay rent on March 18, 2020. This does not apply to "orders of eviction issued for other reasons, including but not limited to waste, nuisance or commission of a crime on the premises."
- **King County:** King County Superior Court Presiding Judge Jim Rogers postponed residential eviction cases until March 30.
- **King County Sheriff:** According to the Seattle Times, "Sheriff Mitzi Johanknecht announced Tuesday that her office was suspending the service and enforcement of evictions countywide 'until further notice.'"
- **City of Seattle:** On March 17, the Mayor issued a 60-day ban on any eviction of a residential tenant for lack of payment of rent. The order establishes itself as a defense against any court action for eviction. The order does not cover eviction for safety reasons, including a tenant engaged in threatening behavior.

On March 17, the Mayor issued a 60-day ban on eviction of any commercial business for non-payment of rent or because the end of a lease. The order further mandated working out payment plans and other options for commercial tenants unable to pay rent.

Work With Your Residents

- Consider alternative agreements for rent payments, or granting payment plans, should your renter be impacted by COVID-19 and need assistance with their housing costs. Be sure to put these arrangements in writing.
 - EXAMPLE:** Ask tenants who will not be able to pay their April or May of 2020 rent on time to submit a written request for relief which includes a general description of their hardship or household situation.
 - EXAMPLE:** Allow tenants who cannot pay their full rent the opportunity to work on the property in exchange for partial rent credit.
- Waive late fees and other administrative costs over the next 30-day period (as of March 12, 2020) and as this situation evolves.
 - EXAMPLE:** Offer an installment payment plan to those who seek relief that allows tenants who will miss rent an opportunity to make up the amount over the next twelve months, with no fees or penalties.
- Resources for residents in financial hardship can be found starting on page 9 of this document.

Communicate With Your Residents

- Share the latest COVID-19 recommendations and updates provided by [King County Public Health](#).
- Remind your renters who are sick with cold or flu like symptoms to stay at home and consult their physician.
- If your renter is sick, ask them to defer non-emergency work orders until they have recovered to ensure the health and safety of others, including maintenance staff and other renters, and to help limit the possible spread of sickness.
- Maintenance requests involving conditions which threaten the health, safety, or welfare of the tenant and or unit should be handled carefully, with responding workers adhering to strict procedure to minimize exposure risks, including wearing gloves and masks.
- When responding to a maintenance request at a unit where the tenant is sick or under quarantine, it is recommended that the tenant be asked to remain in an isolated part of the unit such as a bedroom or outdoor balcony to minimize the health risk posed to staff.
- Seattle Housing Authority (SHA) has suspended HQS Annual Inspections effective Friday, March 13, 2020 thru at least through Wednesday, April 30, 2020. SHA is reaching out directly to those who would have been scheduled for an inspection during this time to provide more information. If you have concerns that you feel need to be immediately addressed by an HQS Inspection, or if you have other concerns or questions, please contact HCVInspectionsdesk@seattlehousing.org.

General Day-To-Day Operations Advice

Showings

- Perform electronic showings and virtual tours using technology that can assist you during this time, along with follow-up phone calls to limit public contact and to keep filling vacancies.
- Assess risk based on your specific location for in-person showings and institute cleaning and disinfecting protocols in accordance with the CDC recommendations before, during and after an in-person showing.
- Limit your contact with others and requiring documentation regarding COVID-19 before sending any staff for maintenance issues, etc.

Rent Payment/Deposits

- Do not accept in-person payments, if at all possible; accept online rent payments.
- Create payment plans and get any and all arrangements in writing.
- Use technology to accept security deposits or have funds wired into a special account.
- Keep with the enforcement of contracts as law allows.
- Stay knowledgeable on updated eviction laws regarding COVID-19 (laws vary – consult

your legal professional).

- If you have tenants who are voucher holders, please consult the HUD page for information about how COVID-19 is affecting HUD's Housing Choice Voucher Program.
- Get informed about resources for rental owners who are affected by financial hardship due to COVID-19 as they become available.

During Lease Period/Maintenance

- Request (but DON'T require) that tenants let you know if anyone in their household has contracted the virus so that outside vendors or staff don't enter the property to perform maintenance work or mid-lease and annual inspections. Note: remember privacy, respecting privacy and only sharing general information, not specifics.
- Institute strict protective procedures for maintenance workers with requests involving threatening health and safety conditions and welfare of the tenant/home conditions.
- Put off routine maintenance projects for future dates in single family homes if at all possible.
- Increase maintenance and cleaning of common areas in buildings.

Move Out

- Mandate cleaning procedures; at a minimum, be sure to follow CDC recommendations.
- Mandate a "vacancy period" before anyone enters a unit/home.
- Perform move-out inspections separate from tenants after an appropriate "vacancy period".

General Recommendations for Cleaning per the CDC

Household members should educate themselves about COVID-19 symptoms and preventing the spread of COVID-19 in homes. Regular, daily, cleaning and disinfecting of high-touch surfaces in household common areas – e.g. tables, hard-backed chairs, doorknobs, light switches, remotes, handles, desks, toilets, sinks – is a best, preventative measure to reduce the risk of transmission of the virus. Other methods for preventing contraction include:

- Washing hands frequently or use a 60% or greater alcohol-based hand sanitizer if unable to wash.
- Cover coughs with a tissue and throw the tissue away.
- Avoid touching eyes, nose, or mouth with unwashed hands.
- Avoid close contact with those who are sick.
- If you are sick, minimize contact with others.

For more information about the CDC's cleaning recommendations, please visit [this link](#).

How to Clean and Disinfect Surfaces

- Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer's instructions for cleaning and disinfection products used. Clean hands immediately after gloves are removed.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.
 - Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.
 - Prepare a bleach solution by mixing:
 - 5 tablespoons (1/3rd cup) bleach per gallon of water or
 - 4 teaspoons bleach per quart of water
 - Products with EPA-approved emerging viral pathogens are expected to be effective against COVID-19 based on data for harder to kill viruses. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).
- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:

- Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely, or
- Use products with the EPA-approved emerging viral pathogens claims that are suitable for porous surfaces.

If you have additional questions, please direct them to public health authorities in your area to receive the most accurate and complete information about coronavirus:

- [Centers for Disease Control & Prevention \(CDC\)](#)
- [Local Health Departments](#)

Resources for Rental Owners in Financial Hardship

The following information is based upon expert feedback provided to RHAWA by lenders but does not constitute formal or professional advice. RHAWA is not responsible for the accuracy of this information, and members are encouraged to seek out additional information from a trusted financial professional.

While many mortgage lenders do not offer support or leniency for hardship in the case of rental property (non-owner occupied), there are other ways rental owners might free up cash to survive tough times.

- **Bridge Loans (hard money/private money loans):** Short-term bridge loans provide a short-term loan using the rental(s) as collateral so that owners can cover costs, lost rents, improvements, etc. Loans are anywhere from 6 months up to a year, but rates are higher than conventional loans since they are short-term. Bridge loans are available for all rental types – single family, multi-family and large/commercial multi-family.
- **Long-term rental programs:** Another option would be to refinance the property so that the owner can take cash out to cover expenses. Owners who can't qualify conventionally or can't wait the 30-day period may qualify for a cash-out refinance on a rental property. This option is usually only for 1-4 units and not commercial.
- **Retirement plan loans:** Some employer-supported 401k plans allow taking out loans, typically at defined interest rates and a defined time for when it is required to be paid back. Unlike an early withdrawal which automatically faces penalties and taxes, you may not be charged any penalties or taxes because it's a loan and not cashed out plan money. An additional option is those with qualifying retirement plans (Solo 401k) can take a personal loan up to 50% of the total value, or \$50K maximum.

RHAWA also recommends that rental owners facing financial hardship contact their mortgage lender about temporary mortgage relief and federal mortgage assistance to protect your credit, prevent foreclosure, and ensure your rental property remains available and on the market.

The [Washington State Department of Commerce Landlord Fund Programs](#) also provide access to reimbursements for unpaid rent.

For other agencies that might be helpful, contact [Washington 211](#).

Resources for Renters in Financial Hardship

Rental Assistance Programs – Benton County

Christ the King Catholic Church | (509) 946-1675

1111 Stevens Dr, Richland, WA 99354 | ckparish.org

The center offers assistance programs and limited financial aid. This includes money for utilities, prescription medications, rent/housing, clothing, food/household goods, gasoline, and furniture.

Salvation Army | 1 (800) SAL-ARMY (509) 547-2138

303 W Clark St, Pasco, WA 99352 | tricitie.salvationarmy.org

May help with utility bills.

St Vincent de Paul of Richland Washington | (509) 783-7020

731 N Columbia Center Blvd, Ste 114, Kennewick, WA 99336 | svdppasco.org

The center offers assistance programs and limited financial aid. This includes money for utilities, prescription medications, rent/housing, clothing, food/household goods, gasoline, and furniture.

Tri-Cities Food Bank | (509) 943-2795 | 321 Wellsian Way, Richland, WA 99352

At each visit to a distribution center, an individual or family is provided with up to a week's supply of free food and groceries. Individuals and families may receive a variety of free groceries and other aid, including canned goods, meat, eggs, margarine or butter, beans, rice, flour, miscellaneous donated foods and supplies, and pasta products.

United Way (Serves Benton + Franklin counties) | bfcac.org | unitedway-bfco.com

Rental Assistance Programs – Clark County

Clark County Community Action Program | (360) 397-2130

clark.wa.gov/community-services/community-action

Program provides financial assistance to stop evictions, and prevent homelessness.

Clark County Community Services Department | (360) 695-9677

clark.wa.gov/community-services

Provides financial resources to prevent evictions, stop foreclosures, keep the power on and address home improvements.

Clark County Veterans Assistance Program | (360) 397-8478 | ccvac.net

Provides assistance to veterans, widowed spouses or dependents of veterans. Programs may be offered for rent assistance; energy bills; free food; transportation; meals; prescription drug expenses; clothing; car repair; dental; medical expenses; and burial costs.

Inter-Faith Treasure House | (360) 834-4181 | ifth-cw.org

Provides rent assistance, help with paying utility, PUD, heating and water bills. Food boxes. Baby Clothing. All services are dependent on funding availability.

St. Vincent De Paul of Vancouver | (360) 694-5388 | svdpvancouverusa.org

Provides a host of programs, including direct financial assistance, primarily for food and clothing, including limited rent, housing and utility bill assistance to families with children.

Rental Assistance Programs – King County

All Seattle Kids Home | (206) 488-2692

Multi-lingual service focuses on families in imminent risk of homelessness. They can provide critical resources to help families remain in safe housing or find new housing.

Byrd Barr Place | (206) 812-4940 | 722 18th Ave, Seattle

Byrd Barr Place is committed to preventing homelessness in Seattle. They can help avoid eviction with temporary rental assistance or connect you to housing resources.

Catholic Community Services | (206) 328-5724

Offers King County residents emergency assistance. At most once per year, the non-profit provides move-in cost assistance, eviction prevention, emergency rent help and limited motel and shelter vouchers.

El Centro De La Raza | (206) 329-0786 | elcentrodelaraza.org

Provides assistance for various types of housing emergencies.

Jewish Family Services | (206) 861-8796 | 1601 16th Ave, Seattle

JFS provides services to people of all backgrounds as well as Jewish individuals and families. Financial assistance may be available for emergencies like eviction prevention, move-in costs such as first/last months' rent and security deposits, medical expenses, past due utility bills, transportation, or school clothes.

Kent Youth and Family Services | (253) 859-0300 x302 | kyfs.org/homelessness-prevention

Multi-Service Center | (253) 893-0024 (1st/3rd Tues of month, 9am- Noon) mschelps.org/gethelp/rentalemergencyassistance

Neighborhood House | (206) 825-2581 | homelessnessprevention@nhwa.org

Queen Anne Helpline | (206) 282-1540 | queenannehelpline.org

Queen Anne Helpline prevents homelessness and stabilizes the lives of neighbors in need through financial and supportive services.

Solid Ground | (206) 694-6767

Some limited one-time rental assistance is offered. However more extensive is free eviction counseling, and basically free advice for those who receive eviction notices. Also get advice and support including information on tenants' rights and responsibilities.

Saint Vincent de Paul Financial Assistance | (206) 767-6449 | 5950 4th Ave S, Seattle

The Society of Saint Vincent de Paul is one of the largest charity organizations in the country. They are committed to providing social services, resources and financial assistance across the United States. The Society of St. Vincent de Paul parish near you is a non-profit that offers

a unique style of personal assistance with food, clothing, gasoline, medicine, rent, utilities, and transportation to people facing economic or emotional crises. People of all backgrounds and religion can get assistance.

Salvation Army | (206) 447-9944 | 811 Maynard Ave S, Seattle | seattle.salvationarmy.org
Resources can help with housing needs, with a focus on preventing homelessness in the King County area. Some of the services can include eviction prevention, move-in and security deposit assistance, limited rent help, and utility bill assistances. Counseling services are provided at the same time. Any type of assistance paid out is by appointment only and may require an interview process.

University Churches Emergency Fund | (206) 524-7885 | 4515 16th Ave NE, Seattle
Can offer emergency assistance up to once per year. Income limitations are in place. Call the program to get emergency financial assistance and referrals to non-profits.

Wellspring Family Services Housing Services | (206) 902-4271
1900 Rainier Ave S, Seattle

Offers programs including eviction prevention and rental assistance. Among other housing programs and services, the agency provides limited financial assistance and cash grants for low-income (50% or less of HUD income guidelines) and working poor individuals and families. In addition, speak to a counselor about housing stability services, advocacy, and eviction prevention programs.

West Seattle Helpline | (206) 932-4357 | wshelpline.org/get-help
Provides limited emergency rent assistance to prevent eviction from homes and apartments.

YWCA Assistance Programs | (206) 461-4851
Hundreds of non-profit and charities are part of the YWCA or they work closely with the organization. The agency provides several services to women, their children, and families. Every year millions of people turn to the non-profit for help with childcare, economic empowerment, employment, and assistance for domestic violence. The YWCA also supports veterans and their families.

Rental Assistance Programs – Kitsap County

Bremerton Housing Authority | COVID-19 Rental Assistance Program | (360) 616-7140
svancleve@bremertonhousing.org | bremertonhousing.org
Eligible Bremerton residents will have the opportunity to have a portion of their rent paid as a result of their reduced income or job losses due to the COVID-19 outbreak.

Rental Assistance Programs – Pierce County

Catholic Community Services | (206) 328-5724

Offers Pierce County residents emergency assistance. At most once per year, the non-profit provides move-in cost assistance, eviction prevention, emergency rent help, and limited motel and shelter vouchers.

Exodus Housing | (253) 862-6808 | exodushousing.org

Households receive monthly rental assistance if needed. The Household pays a percentage of their income towards the rent, which is paid directly to the landlord and Exodus Housing subsidizes the rest. The goal is for the client portion to increase and Exodus Housing's portion to decrease throughout their time in the program. This continues until the household is ready to exit and pay the full rent on their own.

Helping Hands House | (253) 848-6096 | helpinghandhouse.org

Helping Hand House provides assistance through multiple housing programs, serving families who need varying degrees of assistance based on their current situation.

Share and Care House | Puyallup (253) 841-8886 | Tacoma (253) 564-4194

Share & Care House is currently a provider of Supportive Housing Community Support Services; or ongoing services and supports to help eligible individuals obtain and maintain housing.

St. Vincent de Paul of Tacoma-Pierce County | (253) 474-0519

assistance@svdptacoma.org | 4009 S 56th St, Tacoma, WA 98409

Rental Assistance Programs – Snohomish County

ARC of Snohomish County | (425) 258-2459

2500 Hewitt Ave, Suite 300, Everett, WA, 98201

Clients need to have a developmental disability. Children and adults may get emergency rental assistance.

Domestic Violence Services of Snohomish County | (425) 259-2827

The agency helps mostly women, refugees and children fleeing, or that are surviving, violence. They offer free transportation to transitional housing or shelters as well as rent or mortgage help. Funds may help pay security or utility deposits as well on a safe home.

DSHS Rental Assistance and the HEN program | Dial 211

This service can provide help for rent as well as utilities and address affordable housing issues in Snohomish County.

- **DSHS Alderwood Community Service Office** | (425) 673-3000

20311 52nd Ave W, Lynnwood, WA 98046

Can offer low income, public assistance, and cash aid. Serving Zip Codes: 98012, 98020, 98026, 98036, 98037, 98043, 98275.

- **DSHS Snokey Point Community Service Office** | (360) 794-1350

3704 172nd St NE, Ste P, Arlington, WA 98223

Can provide public government assistance and housing programs.

- **DSHS Everett Community Service Office** | (425) 259-3191

840 N Broadway, Ste 200, Everett, WA 98201

Offers financial assistance, including rent and housing support. Includes TANF/WorkFirst, Diversion Cash Assistance and other low-income housing aid.

- **DSHS Skykomish Valley Community Service Office** | (360) 794-1350

19705 State Route 2, Monroe, WA 98272

May offer emergency rent and housing assistance. The government affiliated agency will also have referrals and information on low income government housing.

Everett Housing Authority | (425) 258-9222 | 3107 Colby Ave in Everett, WA 98206

Offers rental subsidies for hundreds of families and manages housing for the low income and working poor. Section 8 is available when the waiting list is not in place.

Family Center of South Snohomish County | (425) 670-8984

They will only provide help as part of the Kinship Program. So, if a relative is raising another family member, then financial aid or no interest loans may be offered for rent, energy bills, or housing costs.

Holy Cross Catholic Church | (360) 691-2273 | 6915 SR 92, Granite Falls, WA, 98252

A very limited amount of financial support can be provided to Granite Falls and Lake Stevens Washington residents for expenses such as rent. It is an Emergency Needs Program.

Housing Authority of Snohomish County | (425) 290-8499

12625 4th Ave W, #200, Everett, WA 98204

Provides permanent supportive housing as part of Shelter Plus Care Program (for the disabled). They also have information on shelters and subsidized rent assistance programs in Everett and the county.

Pathways for Women - YWCA | (425) 774-9843 | 6027 208th St SW, Lynnwood, WA, 98036

From time to time may have limited funds to offer rental assistance when funding is available to prevent families from becoming homeless.

Saint Vincent De Paul - Snohomish Co. Council | (425) 355-3505

6424 Broadway Ave, Everett, WA, 98213

Can help meet critical needs. Offers furniture (including delivery), assistance for paying rent or utilities, or even medications. In some cases, this charity will issue a loan as a form of rental help. Or find more details on Snohomish County St. Vincent rent programs.

Salvation Army Everett Corps | (425) 259-8129 | 2525 Rucker, Everett, WA 98201

A wide range of programs, both monetary and non-financial, are offered to help people during difficult periods. Services provided by the Salvation Army to qualified applicants include rent assistance, motel and hotel vouchers, case management, shelter and help for other expenses and bills too.

Sharing Securities | (425) 605-4257

Snohomish County HUD

Grants for homeless prevention are distributed to local non-profits. The money is provided for rent, utilities, and security deposits. HPRP also provide emergency money for rehousing into low income apartments, and there may be rental deposits or free motel vouchers provided. More on Snohomish County eviction and rehousing help.

Snohomish County Rent Assistance | General intake (425) 388-7200

If you have a 3 day pay notice to be evicted, then emergency rental assistance may be offered. The program may run out of funds on occasion. They also have information on shelters and transitional housing units

Sound Families Project

Runs a rental and voucher program. Working with YWCA of Snohomish County, Catholic Community Services ((888) 240-8572), Housing Hope ((425) 347-6556), and Volunteers of America, there may be low income housing and subsidies for paying rent offered. Other resources include programs for security deposits, self-sufficiency, and guidance.

Stanwood Camano Community Resource Center | (360) 629-5257

9620 271st St NW, Stanwood, WA, 98292

Runs a service known as Basic Subsistence - Emergency Financial Aid. The agency can offer limited financial assistance for essential services or basic needs, such as rent and housing, for persons residing within the boundaries of the Stanwood-Camano School District.

Take the Next Step | For info on rent & housing (360) 794-1022

202 S Sams St, Monroe, WA, 98272

They only provide information and referrals. Receive details on local rental assistance programs, low income housing, grants, addiction services, and more. All callers need to live in Monroe, or the Sky Valley area.

Tulalip Tribes of Washington | (360) 651-4580 | 6406 Marine Dr, Tulalip, WA, 98271

Provides federal government FEMA funds and cash aid. Can provide rent assistance to tribal members, with focus on Tulalip Tribes Members.

Rental Assistance Programs – Spokane County

Catholic Charities of Spokane | (509) 455-4963 | cceasternwa.org

Provides rent or housing assistance after referral from another local church.

Coordinated Housing and Homeless Families Assessment of Spokane | (509) 325-5005
needhelppayingbills.com/html/spokane_homeless_families_coor

Provides rapid rehousing (including funds for security deposits or storage fees); emergency homeless prevention (loans or grants to pay rent)

Goodwill Industries of the Inland Northwest | (509) 462-0518 | discovergoodwill.org

Provides rent or housing assistance as part of Housing Essential Needs (HEN). This is a state of Washington housing, homeless prevention and rent assistance program that is paid for using government grants.

Northeast Washington Housing Solutions | (509) 328-2953

Provides rental assistance subsidies through the section 8 voucher program. Assistance is also for the disabled, families on welfare-to-work, and the poor.

Saint Vincent de Paul Society | (509) 535-2491 | svdpspokane.com

Spokane County Community Services | (509) 477-5722 |
spokanecounty.org/1153/Community-Service-Housing-Community-Deve

Provides Housing and Community Development assistance program for both rental and utility bill assistance to Spokane County's low and moderate-income residents.

Spokane Housing Authority | (509) 838-4651 | spokanehousing.org

Rent assistance and housing opportunities are provided for the low income.

Spokane Valley Center | (509) 927-1153

Provides low-income housing and rental assistance to low-income families, the disabled, and the elderly or handicapped persons. In some cases, they have referrals to funds for paying security deposits on low-income housing.

Rental Assistance Programs – Whatcom County

Bellingham and Whatcom County Love | (360) 671-6201

1998 Midway Ln, Bellingham, WA 98226

Limited financial resources include prescription co-pays, back to work needs (such as work boots) and transportation funding for those who are homeless and moving into housing.

Opportunity Council | (360) 734-5121 | oppco.org

Provides programs and offer services that are key to increased self-sufficiency and creating positive change for the unemployed, low and fixed income people. Services offered by the agency include housing, rent assistance, food, shelter, prescriptions, childcare, head start, information and referral to other federal government and Washington programs.

Sacred Heart Church | (360) 734-2850 | 1110 14th St, Bellingham, WA 98225

shbham.org

can provide emergency food or one time financial aid for security deposits, rent, or energy bills. There may also be clothing or gas vouchers for work reasons.

St Paul's Episcopal Church Alms Ministry | (360) 733-2890

2117 Walnut St, Bellingham, WA 98225 | stpaulsbellingham.org

Hrs. Tuesday 9-10am in room #113 Emergency financial assistance for transportation, food, utilities, and other emergency needs.

Whatcom Salvation Army | (360) 733-1410

Provides assistance to individuals facing a one-time crisis but have historically been stable. Examples of who the Salvation Army tends to help will be residents faced with a serious illness, accident, short term reduction in hours, medical condition at work, or violence. In general, any help for expenses such as rent or energy bills is for individuals that were self-sufficient before the crisis..

Utilities/Energy Assistance Programs – Benton County

If you're struggling to pay utility bills, contact your provider immediately. Many providers offer emergency assistance programs.

Christ the King Catholic Church | (509) 946-1675

1111 Stevens Dr, Richland, WA 99354 | ckparish.org

The center offers assistance programs and limited financial aid. This includes money for utilities, prescription medications, rent/housing, clothing, food/household goods, gasoline, and furniture.

Salvation Army | 1 (800) SAL-ARMY (509) 547-2138

303 W Clark St, Pasco, WA 99352 | tricitie.salvationarmy.org

May help with utility bills.

Utilities/Energy Assistance Programs – King County

If you're struggling to pay utility bills, contact your provider immediately. Many providers offer emergency assistance programs.

Avista | myavista.com/safety/covid-19-response

Byrd Barr | (206) 812-4940 | energyassistance@byrdbarr.place
byrdbarrplace.org/programs-services/energy-assistance-home-heating

Cascade Natural | cngc.com/in-the-community/covid-19-response

City of Seattle | (206) 684-3688 | powerlines.seattle.gov/2020/03/12/coivd19assistance

Hope Link | (425) 658-2592 | hopelink.org/need-help/energy

Jewish Family Services | Seattle (206) 461-3240 | South King (253) 850-4065
Eastside (425) 643-2221 | jfsseattle.org/get-help/emergency-services

Multi Service Center | (253) 517-2263 | mschelps.org/gethelp/energy

Northwest Natural | nwnatural.com/customerservice/coronavirus

Pacific Power | pacificpower.net/about/newsroom/service-safety-covid-19

Puget Sound Energy | pse.com

Washington Water | wawater.com/latest_news/2020-0310-safe-from-coronavirus

Washington State Department of Commerce
commerce.wa.gov/growing-the-economy/energy/low-income-home-energy-assistance

Utilities/Energy Assistance Programs – Pierce County

If you're struggling to pay utility bills, contact your provider immediately. Many providers offer emergency assistance programs.

Energy Assistance Program (EAP) | piercecountywa.gov/1280/Energy-Assistance

The Energy Assistance Program (EAP) pays heating bills directly to utility companies for eligible applicants. Payments are based on eligible household's fuel usage for the past 12 months and income.

Metropolitan Development Council | (253) 383-3921 | 721 Fawcett Ave, Tacoma

The Energy Assistance Program provides a one-time per program-year grant to assist eligible low-income households with heating costs. To apply, you must live within the city of Tacoma and meet the income guidelines. Payment is made directly to the heating vendor and the amount paid will be based on your last 12 months' heating costs. Call the appointment line at (253) 572-5557 for an appointment Monday through Friday 9am to 2pm.

Tacoma Public Utilities (TPU) | (253) 502-8600 | MyTPU.org/COVID19

We offer several options for payment assistance and will work with you to develop payment arrangements. We've extended our due date from 15 days to 12 weeks and can waive late fees. TPU customers who are having trouble paying their bills should contact Customer Service at (253) 502-8600 or (800) 752-6745 and ask about extended payment plans. The department is open Monday through Friday from 8am to 5:30pm.

Washington State Department of Commerce

commerce.wa.gov/growing-the-economy/energy/low-income-home-energy-assistance

Unlimited Network | (253) 460-3134 | 2610 Sunset Dr W, University Place

Utility Assistance for anyone who resides in the 98466 & 98467. Services are not based or limited on income.

Utilities/Energy Assistance Programs – Snohomish County

If you're struggling to pay utility bills, contact your provider immediately. Many providers offer emergency assistance programs.

Domestic Violence Services of Snohomish County | (425) 259-2827

The agency helps mostly women, refugees and children fleeing, or that are surviving, violence. They offer free transportation to transitional housing or shelters as well as rent or mortgage help. Funds may help pay security or utility deposits as well on a safe home.

DSHS Rental Assistance and the HEN program | Dial 211

This service can provide help for rent as well as utilities and address affordable housing issues in Snohomish County.

Saint Vincent De Paul - Snohomish Co. Council | (425) 355-3505

6424 Broadway Ave, Everett, WA, 98213

Can help meet critical needs. Offers furniture (including delivery), assistance for paying rent or utilities, or even medications. In some cases, this charity will issue a loan as a form of rental help. Or find more details on Snohomish County St. Vincent rent programs.

Snohomish County HUD

Grants for homeless prevention are distributed to local non-profits. The money is provided for rent, utilities, and security deposits. HPRP also provide emergency money for rehousing into low income apartments, and there may be rental deposits or free motel vouchers provided. More on Snohomish County eviction and rehousing help.

Snohomish County Public Utilities District (PUD) | (425) 783-1000 | [snopud.com](https://www.snopud.com)

The PUD wants to help each customer with his/her individual needs. Any customer in need can call PUD Customer Service at (425) 783-1000 and representatives can help make payment arrangements. The PUD will not disconnect customers for late payment at this time but advises customers to continue regular payments to avoid falling behind. The PUD offers discount programs for income-qualified customers. These programs include provisions to help in situations of sudden job loss.

Washington State Department of Commerce

commerce.wa.gov/growing-the-economy/energy/low-income-home-energy-assistance

Food Assistance Programs – Pierce County

Workforce Central | workforce-central.org/2020/03/11/covid-19-information-and-updates

- Free breakfast and lunch locations for students affected by Tacoma Public Schools closures
- Food and supplies delivery for those who are sick, quarantined, immunocompromised or elderly
- Food pantry locations in Pierce County provided by the Emergency Food Network

State Resources

Washington 211 | wa211.org

Washington State Unemployment Insurance | esd.wa.gov/unemployment

Unemployment is available to employees whose employer has been closed by a public health official, the employer has closed due to a slow down or lack of demand, or the employer reduces hours of employees due to a lack of demand or because of a slowdown. It is also available if the employee has contracted a mild case of COVID-19 or if the employee was potentially exposed and is quarantined.

Washington State Paid Sick Leave | ini.wa.gov/workers-rights/leave/paid-sick-leave

Paid sick leave is available when the employee has become sick from COVID-19, was exposed to COVID-19 and has become quarantined, the employee is caring for a sick family member, schools are closed by a public official and the employee has no childcare. Paid sick leave is also available when the employer is shut down because of quarantine by a public official. Health care workers and first responders in quarantine are also eligible for paid sick leave.

Washington State Family Medical Leave Act (FMLA)

esd.wa.gov/paid-family-medical-leave

FMLA is available when the employee is severely sick because of the COVID-19 virus and when the employee is caring for a family member experiencing the COVID-19 virus.

Washington Tenancy Preservation Program

commerce.wa.gov/serving-communities/homelessness/landlord-fund-programs/tenancy-preservation

Available to landlords in reimbursement after an eviction judgment is entered by a court in an unlawful detainer proceeding, subject to the tenant's reinstatement of the tenancy.

Additonal Resources

Free Xfinity WiFi | corporate.comcast.com/covid-19

Comcast announces comprehensive COVID-19 response to help keep Americans connected to the internet